

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**HEALTH SERVICES MANAGER  
HUMAN RESOURCES DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs professional administrative, supervisory and skilled technical work overseeing the City's health services functions. Employee reports to the Human Resources Director and a contracted Medical Director.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is responsible for organizing, coordinating, implementing and evaluating health care services activities for City employees. Work involves coordinating and supervising the activities of technical health-care personnel and clerical personnel, and supervision over various programs including, but not limited to an on-site physician clinic, management of the City's Drug and Alcohol Program (including CDL drivers and safety-sensitive employees), City's Light Duty Program, and Smallpox Vaccination Program for public safety employees. Work also involves participating in direct patient care, making referrals, and overseeing care given by staff. Employee is also responsible for performing and overseeing administrative and clerical activities. Tact and courtesy are required in frequent contact with City officials and employees and the general public. Extensive judgment is required in making decisions with a high degree of accountability. Employee is subject to the usual hazards of nursing work, including potential exposure to communicable diseases and blood-borne pathogens. Work is performed with considerable independence under little or no direct supervision of the Human Resources Director and contracted Medical Director and is evaluated through conference and the analysis of program achievements.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Plans, supervises and directs various assigned activities and personnel involved with City health care functions and services including, but not limited to, interviewing and hiring, orienting and training new staff members, and evaluating performance.

Provides direct nursing care; interviews patients and assesses their health-care needs; refers patients for appropriate procedures and to outside health-care agencies as necessary.

Oversees establishment and maintenance of an array of complex, confidential, and accurate files and records; prepares routine and special reports from that information.

Maintains current protocol manual and ensures regular review and signature by Medical Director.

Assesses needs of client population and worksites.

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Provides initial assessment of on-the-job related injuries and illnesses, and makes referrals for further evaluation as necessary.

Performs health screenings and assessments; assists in follow-up procedures.

Supervises and conducts the drug and alcohol testing program for City employees and those City employees who are CDL drivers.

Supervises and conducts OSHA programs and training including the Hearing Conservation and Bloodborne Pathogen Programs; prepares and maintains required training records.

Participates in meetings regarding employee issues with medical components including, but not limited to, job placement, performance problems, fitness for duty, medical retirement, reasonable suspicion drug testing, and/or grievance proceedings.

Serves as contact for employee assistance.

Prepares and administers a variety of routine tests and procedures for patients, including injections.

Prepares, obtains, and provides a variety of instructional materials (pamphlets, information sheets, etc.) for patients.

Oversees maintenance of equipment/supply inventory.

Stays abreast of current developments in the health care industry and advises Human Resources Director of issues that affects City policies and/or Health Services operations; assumes responsibility for professional development and continuing education for himself/herself and staff.

Assists Human Resources Director and other City staff in the development, review, and revision of relevant City policies and procedures; develops and conducts training for City employees on relevant City policies and procedures.

Prepares and manages annual divisional budget.

Conducts workplace assessments for City employees and recommends workplace changes and/or exposure follow-up.

Receives telephone calls and visitors; provides information on offered services; refers calls or visitors to appropriate City staff.

Coordinates with physicians, rehabilitation specialists, supervisors and Safety Claims Administrator to develop health- and laboratory-related policies and procedures.

Prepares for annual State laboratory inspections and maintains required CLIA certification for laboratory functions.

Performs mandated Proficiency Testing on a regular basis for test media used with throat swabs and urine samples.

Assists and/or advises Wellness Coordinator as needed.

Establishes and maintains relationships with appropriate community agencies.

Processes information using a variety of computer-driven word processing, spread sheet and file maintenance programs which requires use of a variety of complicated formats for preparing correspondence, reports and manuscripts. Work includes responsibility for accuracy of spelling, punctuation, format and grammar.

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### **ADDITIONAL JOB FUNCTIONS**

Performs related work assignments as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of the administrative practices and procedures relative to public and occupational health.

Considerable knowledge of the principles and practices of public, occupational, and environmental health services

Considerable knowledge of the hazards and safety precautions involved in public health work.

Considerable knowledge of the methods and techniques of modern medicine.

Considerable knowledge of the operation specialized diagnostic and therapeutic equipment.

Considerable knowledge of the principles of supervision, organization and administration.

Considerable knowledge of the current literature, trends and developments in the field of municipal public health facilities, , and occupational and environmental health.

Considerable knowledge of public health and community resources.

Working knowledge of accepted standard bookkeeping and accounting practices and procedures as applicable to governmental transactions.

Skill in the use of various tools and supplies.

Skill in the use of popular computer-driven word processing, spreadsheet and file maintenance programs.

Ability to assess the workplace from an ergonomic standpoint and to recommend adjustments for improvement.

Ability to perform research and compile data from various sources and prepare reports from such data.

Ability to prepare and maintain complex, detailed records.

Ability to exercise independent judgment and initiative in applying standards to a variety of work situations.

Ability to effectively express ideas orally and in writing.

Ability to exercise considerable tact and courtesy in contact with the public and with contractors employed by the City.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's degree in nursing or a related field and 3 to 5 years of related experience, including supervisory experience; with experience in occupational health

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nursing, emergency room and/or critical care background preferred, and/or any equivalent combination of training and experience required to perform the essential position functions.

### SPECIAL REQUIREMENT

Current license to practice as a Registered Nurse in the State of North Carolina.

### COMPETENCIES

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Organizational and Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 20  
Exempt